



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/822,495	04/12/2004	Christopher Ronnewinkel	13906-168001 / 2004P00095	3024
32864 7590 06/20/2007 FISH & RICHARDSON, P.C. PO BOX 1022 MINNEAPOLIS, MN 55440-1022			EXAMINER HWANG, JOON H	
			ART UNIT 2166	PAPER NUMBER
			MAIL DATE 06/20/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/822,495	Applicant(s) RONNEWINKEL ET AL.	
	Examiner Joon H. Hwang	Art Unit 2166	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 05 April 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,4-15 and 23-31 is/are pending in the application.
- 4a) Of the above claim(s) 2,3 and 16-22 is/are ~~withdrawn from consideration~~ *Cancelled*.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,4-15 and 23-31 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date <u>1/23/07, 5/4/07</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The applicants amended claims 1, 4-15, and 23, canceled claims 2-3 and 16-22, and added new claims 24-31 in the amendment received on 4/5/07.

The claims 1, 4-15, and 23-31 are pending.

Response to Arguments

2. Applicant's arguments with respect to claims 1 and 23 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 1, 4, 7, 10, and 24-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491).

With respect to claim 1, Snow teaches a categorization area that displays a categorization scheme for categorization data and categorization controls for modifying the categorization scheme (i.e., displaying category hierarchy, item 22 in fig. 2, and

selecting category commands, abstract and fig. 3), the categorization scheme comprising a plurality of hierarchical categories, the hierarchical categories including a parent category and one or more child categories associated with the parent category or with another child category (fig. 1), the categorization controls comprising controls for at least one of creating a new category and modifying an existing category (fig. 3), wherein the categorization area displays one category as active (i.e., a particular category node is selected for a category command, thus the node is active, lines 5-9 in col. 5). Snow does not explicitly disclose a tabbed information panel comprising at least a first tabbed viewset and a second tabbed viewset. However, Brown teaches a tabbed information panel comprising at least a first tabbed viewset and a second tabbed viewset, wherein the first tabbed viewset comprises user input fields for receiving input associated with a first aspect of the active category and the second tabbed viewset comprises user input fields for receiving input associated with a second, different aspect of the active category (i.e., selections tabs, section 86 on page 9 and fig. 11) in order to define/provide data for a selected object in the category tree. Therefore, based on Snow in view of Brown, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Brown to the system of Snow in order to define/provide data for a selected object in the category tree.

With respect to claim 4, Snow teaches user-input fields which are configured to receive input for defining association between the active category and documents (lines 12-67 in col. 3 and lines 31-38 in col. 2). Therefore, the limitations of claim 4 are rejected in the analysis of claim 1 above, and the claim is rejected on that basis.

With respect to claim 7, Snow teaches a query input area for entering criteria that defines content that corresponds to the active category (lines 1-11 in col. 3). Therefore, the limitations of claim 7 are rejected in the analysis of claim 1 above, and the claim is rejected on that basis.

With respect to claim 10, Snow teaches the documents stored in a plurality of memory locations in an enterprise computing system (i.e., items 136, 138 in fig. 9).

With respect to claim 24, Brown further teaches the first tabbed viewset is displayed by default in the tabbed information panel, and wherein the second tabbed viewset is displayed in place of the first tabbed viewset upon receipt of user input selecting the second tabbed viewset (fig. 11). Therefore, the limitations of claim 24 are rejected in the analysis of claim 1 above, and the claim is rejected on that basis.

With respect to claim 25, Snow teaches the categorization scheme corresponds to a scheme for classifying content of documents (lines 12-67 in col. 3 and lines 31-38 in col. 2).

5. Claims 5-6, 11-13, 23, and 26-28 are rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491), and further in view of Gainey et al. (U.S. Patent No. 6,941,304).

With respect to claim 5, Snow and Brown disclose the claimed subject matter as discussed above except associations between the active category and experts. However, Gainey teaches user-input fields which are configured to receive input for

defining associations between the active category and experts (i.e., redirect recipients, lines 18-65 in col. 7 and lines 14-17 in col. 8) in order to quickly and efficiently handle incoming email message having query (lines 40-53 in col. 1). Therefore, based on Snow in view of Brown, and further in view of Gainey, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Gainey to the system of Snow in order to quickly and efficiently handle incoming email message having query.

With respect to claim 6, Snow and Brown disclose the claimed subject matter as discussed above except association between the active category and response templates. However, Gainey teaches user-input fields which are configured to receive input for defining associations between the active category and response templates (i.e., template, lines 18-65 in col. 7) in order to quickly and efficiently handle incoming email message having query (lines 40-53 in col. 1). Therefore, based on Snow in view Brown, and further in view of Gainey, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Gainey to the system of Snow in order to quickly and efficiently handle incoming email message having query.

With respect to claim 11, Brown further teaches the tabbed information panel comprises a third tabbed viewset (fig. 11). Snow and Brown do not explicitly disclose association between the categorization scheme and pre-defined business processes. However, Gainey teaches user input fields for defining associations between the categorization scheme and pre-defined business processes that categorize data

according to the categorization scheme (i.e., actions, lines 18-65 in col. 7) in order to quickly and efficiently handle incoming email message having query (lines 40-53 in col. 1). Therefore, based on Snow in view of Brown, and further in view of Gainey, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Gainey to the system of Snow in order to quickly and efficiently handle incoming email message having query.

With respect to claim 12, Gainey further teaches associating a plurality of business processes with the categorization scheme (i.e., actions, lines 18-65 in col. 7). Therefore, the limitations of claim 12 are rejected in the analysis of claim 11 above, and the claim is rejected on that basis.

With respect to claim 13, Gainey further teaches at least two of the plurality of associated business processes are configured to be executed using stored information determined to be linked to categories selected during a single categorization of the data (i.e., actions, lines 18-65 in col. 7). Therefore, the limitations of claim 13 are rejected in the analysis of claim 12 above, and the claim is rejected on that basis.

With respect to claim 23, Snow teaches a categorization area that displays user-input fields which are configured to define a plurality of categories and a plurality of links that form a categorization scheme (i.e., a category hierarchy, fig. 1, and selecting category commands, abstract and fig. 3), each category corresponding to certain content associated with that category (i.e., category for documents, lines 5-7 in col. 3), each category being defined to be at one of a series of levels between a top level and a bottom level, wherein each category at a level below the top level is linked by one of the

plurality of defined links as a child category to a corresponding parent category, the parent category being one of the categories defined in the level immediately above the child category, wherein each child category corresponds to certain content that is a subset of the content that corresponds to the corresponding parent category (i.e., class hierarchy including categories and sub-categories in levels, line 58 in col. 2 thru line 39 in col. 3 and fig. 1), and the categorization scheme is organized to enable the computer-executed process to categorize documents, the categorization causing categories that correspond to the documents to be selected, the selection being made by making a category determination beginning at the top level and proceeding to the children of categories that correspond to the documents (i.e., classification and retrieval of documents, lines 31-38 in col. 2). Snow teaches a linking area that displays user-input fields which are configured to receive input that defines links between categories defined in the categorization area and stored information, such that the computer-executed process, when executed, uses the stored information that is linked to the selected categories to perform subsequent processing of the data (lines 12-39 in col. 3). Snow does not explicitly disclose a tabbed information panel comprising at least a first tabbed viewset and a second tabbed viewset. However, Brown teaches a tabbed information panel comprising at least a first tabbed viewset and a second tabbed viewset, wherein the first tabbed viewset comprises user input fields for receiving input associated with a first aspect of an active category in the categorization area and the second tabbed viewset comprises user input fields for receiving input associated with a second aspect of the active category in the categorization area (i.e., selections tabs,

section 86 on page 9 and fig. 11) in order to define/provide data for a selected object in the category tree. Therefore, based on Snow in view of Brown, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Brown to the system of Snow in order to define/provide data for a selected object in the category tree. Snow and Brown do not explicitly disclose categorizing content of a received message. However, Gainey teaches categorizing the content of a received message (i.e., categorizing email messages, lines 55-63 in col. 6) in order to quickly and efficiently handle incoming email message having query (lines 40-53 in col. 1). Therefore, based on Snow in view of Brown, and further in view of Gainey, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Gainey to the system of Snow in order to quickly and efficiently handle incoming email message having query.

With respect to claim 26, Snow and Brown do not explicitly disclose a scheme for classifying content of an electronic message received in an electronic message response management system. However, Gainey teaches a scheme for classifying content of an electronic message received in an electronic message response management system (i.e., categorizing email messages, lines 55-63 in col. 6) in order to quickly and efficiently handle incoming email message having query (lines 40-53 in col. 1). Therefore, based on Snow in view of Brown, and further in view of Gainey, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Gainey to the system of Snow in order to quickly and efficiently handle incoming email message having query.

With respect to claim 27, Gainey further teaches the electronic message that is received by the electronic message response system is classified according to the categorization scheme and associated, based on the classifying, with at least one category in the categorization scheme (i.e., categorizing email messages, lines 55-63 in col. 6, lines 40-53 in col. 1, and lines 18-65 in col. 7). Therefore, the limitations of claim 27 are rejected in the analysis of claim 26 above, and the claim is rejected on that basis.

With respect to claim 28, Gainey further teaches user input fields for receiving input that characterizes a condition that, when met, associates the received electronic message with the active category (i.e., description, lines 55-63 in col. 6, lines 40-53 in col. 1, and lines 18-65 in col. 7). Therefore, the limitations of claim 28 are rejected in the analysis of claim 27 above, and the claim is rejected on that basis.

6. Claim 8 is rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491), and further in view of Pak et al. (U.S. Publication No. 2004/0260534).

With respect to claim 8, Snow and Brown disclose the claimed subject matter as discussed above except a preview for viewing stored information. However, Pak teaches a preview area for viewing stored information (i.e., preview of solutions, section 37 on page 3) in order to verify if the selected stored information is the best result. Therefore, based on Snow in view of Brown, and further in view of Pak, it would have been obvious to one having ordinary skill in the art at the time the invention was made

to utilize the teaching of Pak to the system of Snow in order to verify if the selected stored information is the best result.

7. Claim 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491), and further in view of Huynh et al. (U.S. Publication No. 2002/0198909).

With respect to claim 9, Snow and Brown disclose the claimed subject matter as discussed above except cut and paste functionality. However, Huynh teaches the GUI displays user-selectable buttons that, when selected, enable information in the user-input fields to be edited using cut and paste functionality (sections 125-126 on page 9) in order to provide a convenient way of duplicating data to a user. Therefore, based on Snow in view of Brown, and further in view of Huynh, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Huynh to the system of Snow in order to provide a convenient way of duplicating data to a user.

8. Claims 14-15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491), and further in view of Shakib et al. (U.S. Patent No. 5,752,025).

With respect to claim 14, Snow and Brown disclose the claimed subject matter as discussed above except selectable buttons. However, Shakib teaches the categorization controls comprise selectable buttons which are configured to, upon

selection, change the level at which a category is defined (line 48 in col. 1 thru line 12 in col. 2 and fig. 3) in order to provide a customizable view to a user. Therefore, based on Snow in view of Brown, and further in view of Shakib, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Shakib to the system of Snow in order to provide a customizable view to a user.

With respect to claim 15, Snow and Brown disclose the claimed subject matter as discussed above except selectable buttons. However, Shakib teaches the categorization controls comprise selectable buttons associated with each parent category, wherein each parent category is configured to be selectively displayed in an expanded form in which all child categories are graphically displayed, and selectively displayed in a collapsed form such that no child categories are graphically displayed (line 48 in col. 1 thru line 12 in col. 2 and fig. 3) in order to provide a customizable view to a user. Therefore, based on Snow in view of Brown, and further in view of Shakib, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Shakib to the system of Snow in order to provide a customizable view to a user.

9. Claims 29-31 are rejected under 35 U.S.C. 103(a) as being unpatentable over Snow et al. (U.S. Patent No. 6,055,540) in view of Brown et al. (U.S. Publication No. 2004/0006491) and Gainey et al. (U.S. Patent No. 6,941,304), and further in view of Pak et al. (U.S. Publication No. 2004/0260534).

With respect to claim 29, Snow, Brown and Gainey disclose the claimed subject matter as discussed above except providing a candidate response message. However, Pak teaches providing a candidate response message corresponding to the received electronic message (section 37 on page 3) in order to assist a user to find the best result. Therefore, based on Snow in view of Brown and Gainey, and further in view of Pak, it would have been obvious to one having ordinary skill in the art at the time the invention was made to utilize the teaching of Pak to the system of Snow in order to verify if the selected stored information is the best result.

With respect to claim 30, Pak further teaches user input fields for receiving input that identifies one or more candidate response messages corresponding to the active category (section 37 on page 3 and section 54 on page 5). The limitations of claim 30 are rejected in the analysis of claim 29 above, and the claim is rejected on that basis.

With respect to claim 31, Pak further teaches a preview panel that displays at least one of the one or more candidate response message corresponding to the active category (i.e., preview of solutions, section 37 on page 3). The limitations of claim 31 are rejected in the analysis of claim 30 above, and the claim is rejected on that basis.

Conclusion

10. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP

§ 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

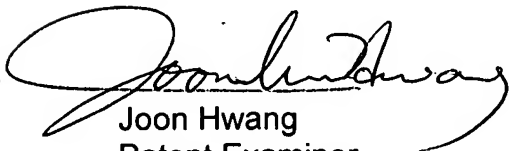
A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

11. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Joon H. Hwang whose telephone number is 571-272-4036. The examiner can normally be reached on 9:30-6:00(M~F).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hosain T. Alam can be reached on 571-272-3978. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Art Unit: 2166

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.



Joon Hwang
Patent Examiner
Technology Center 2100

6/11/07